HP ProLiant Updates Catalog (v 2012.08.0) User Guide

Abstract

This guide describes the procedures and prerequisites for installing and using the HP ProLiant Updates Catalog, which provides firmware and software from the SPP for the SCCM Software Updates and the SCVMM Update Catalog features.

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1 Introduction

The HP ProLiant Updates Catalog provides firmware and software from the SPP for the SCCM Software Updates feature and SCVMM Update Catalog feature.

What's New in this release:

Included Component	Version
HP Service Pack for ProLiant	2012.08.0

2 Support matrix

Supported System Center products

The catalog can be used on the following System Center products:

SCCM 2007
SCCM 2007 SP1 (R2 can be installed)
SCCM 2007 SP2 (R2 or R3 can be installed)
SCCM 2012
SCVMM 2012

Supported managed operating systems

The catalog can be deployed to the following operating systems:

Windows Server 2003 x86 (SP and edition agnostic)
Windows Server 2003 x64 (SP and edition agnostic)
Windows Server 2008 x86 (SP and edition agnostic)
Windows Server 2008 x64 (SP and edition agnostic)
Windows Server 2008 R2 x64 (SP and edition agnostic)

Supported managed servers

The Windows Server 2003 updates are supported on the PSP 8.70 server matrix.

The rest of the updates are supported on the corresponding SPP server matrix. Go to http://h18004.www1.hp.com/products/servers/service_packs/documentation/index.html.

3 Installing the HP ProLiant Updates Catalog

Considerations

Ensure that SCUP, WSUS, SCCM / SCVMM, and the managed servers are all properly configured for use with the Software Updates functionality.

Installation

The HP ProLiant Updates Catalog is registered with Microsoft as a partner catalog. Add and import the catalog like any other standard catalog.

4 Using the HP ProLiant Updates Catalog

The catalog updates appear in the SCUP console under the HP ProLiant Updates subfolder. Deploy the updates like any other standard update.

IMPORTANT:

- After publishing an update to SCCM 2012 and before deploying the update to a collection, increase the update's **Maximum run time** value from 5 minutes to 30 minutes.
- On ProLiant G7 or earlier servers, enable the SNMP feature on the managed servers before deploying any software updates.
- If you are deploying updates to a managed server that does not have any HP drivers installed, you must deploy a software update before the firmware update.

5 Reference

The HP ProLiant Updates Catalog consists of bundles. The bundles provide a simple and convenient mechanism for deploying firmware and software. The bundle's contents are a portion of the SPP. The bundle's version number corresponds to the SPP it was generated from. Inside each bundle HP SUM is used to install the included firmware or software. The catalog and bundles are updated whenever a new SPP becomes available.

Bundle	Description
HP ProLiant Server Firmware ####.##.#	Server-based firmware such as BIOS, Smart Array, iLO, Power Management Controller, NIC, tape, and hard drive.
HP Windows Server 2003 x86 Software 8.70	Drivers, agents, and utilities.
HP Windows Server 2003 x64 Software 8.70	Drivers, agents, and utilities.
HP Windows Server 2008 x86 Software ####.##.#	Drivers, agents, and utilities.
HP Windows Server 2008 x64 Software ####.##.#	Drivers, agents, and utilities.
HP Windows Server 2008 R2 x64 Software ####.##.#	Drivers, agents, and utilities.

NOTE:

- HP recommends using the HP Service Pack for ProLiant DVD for updating infrastructure firmware.
- The Windows Server 2003 bundles are identical to the PSP 8.70 and will not be updated.
- Refer to the SPP site for details of what firmware and software components are included. Go to http://h18004.www1.hp.com/products/servers/service_packs/documentation/index.html.
- Refer to the *HP Smart Update Manager User Guide* for details of its installation logic. In particular, how it determines which agents to install or update based on the server generation and what agents are already installed. Go to http://h18004.www1.hp.com/products/servers/service_packs/documentation/index.html.

6 Troubleshooting

The compliance percentage is 0%

This situation occurs if the managed server is updated either manually or by using the old Hewlett-Packard Server Updates Catalog. The new HP ProLiant Updates Catalog uses different applicability rules, so the compliance percentage reads 0%.

To resolve this issue:

Deploy the HP ProLiant Updates Catalog updates. No firmware or software is updated, but the data for the applicability rules is generated and the compliance percentage is updated.

Initial install status is *failed*

The bundle and its associated smart components install correctly, but the initial install status is marked as *failed*. Furthermore, at the next polling cycle, the install status changes to *success*. This occurs because the update's **Maximum run time** value is too small.

To resolve this issue:

Increase the **Maximum run time** to 30 minutes.

Software bundle fails to install

Check the `c:\cpqsystem\log\cpqsetup.log` file for details. One common cause:

- On ProLiant G7 or earlier servers, the SNMP feature is not enabled.

To resolve this issue:

- On ProLiant G7 or earlier servers, enable the SNMP feature.

Firmware bundle fails to install

Check the `c:\cpqsystem\log\cpqsetup.log` file for details. One common cause:

- The necessary HP drivers are not present.

To resolve this issue:

- Deploy the appropriate software bundle before deploying the firmware bundle.
- Retry the update either by waiting for the deployment to be reattempted or manually pushing the update.

7 Deploying firmware and software updates manually

In addition to the catalog, it is possible to deploy firmware and software updates using an SCCM Software Distribution package. There are several ways to create and use a Software Distribution package.

To deploy HP firmware and software to a managed ProLiant server while minimizing network bandwidth:

1. Create a folder on the SCCM primary site server.
2. Copy all of the required HP SUM files into the folder. These files can be copied from any SPP or Windows PSP.
3. Copy any Windows smart component (cp*.exe) files into the folder. The components can be copied from any SPP, Windows PSP, or Firmware Maintenance DVD.
4. In the folder, create a file named `install.cmd` with the following contents:

```
pushd %~dp0
hpsum /silent /allow_non_bundle_components /use_latest
if errorlevel 4 exit 1
if errorlevel 3 exit 0
if errorlevel 2 exit 1
if errorlevel 1 exit 0
if errorlevel 0 exit 0
exit 1
```

5. Create a Software Distribution Package.

   For SCCM 2007, to open the wizard, right-click on **Software Distribution**→**Packages** and select **Distribute** →**Software**. Follow the prompts but do not advertise the package.

   The following options need to be selected:

   - On the **Package** screen, select **Create a new package and program without a definition file**.
   - On the **Source Files** screen, select **Always obtain files from a source directory**.
   - On the **Source Directory** screen, specify the folder created in Step 1.
   - On the **Program Identification** screen, set the Command line field to `install.cmd`.
   - On the **Program Properties** screen, set the **Program can run** field to **Whether or not a user is logged on**.

   For SCCM 2012, to open the wizard, right-click on **Software Library**→**Overview**→**Application Management**→**Packages** and select **Create Package**. Follow the prompts but do not advertise the package.

   The following options need to be selected:

   - On the **Package** screen, select **This package contains source files**, and set the **Source folder:** field to the source folder created in Step 1.
   - On the **Standard Program** screen, set the Command line field to `install.cmd`, and set the **Program can run** field to **Whether or not a user is logged on**.

   After creating the package, on the package's **Data Access properties** tab, select **Copy the content in this package to a package share on distributions points**.

6. Create a new, custom task sequence.

7. Edit the new task sequence.
   a. Click **Add**, and for SCCM 2007 select **General→Install Software**, or for SCCM 2012 select **General→Install Package**. Set the **Package** field to the package created in Step 5.
   b. Click **Add** and select **General →Restart Computer**. Set the **Specify what to run after restart** field to **The currently installed default operating system** and uncheck **Notify the user before restarting**.
8. Advertise the task sequence to a collection. The following option needs to be selected:
   - On the **Distribution Points** screen, select **Access content directly from a distribution point when needed by the running task sequence**.

8 Support and other resources

Information to collect before contacting HP

Be sure to have the following information available before you contact HP:

- Software product name
- Hardware product model number
- Operating system type and version
- Applicable error message
- Third-party hardware or software
- Technical support registration number (if applicable)

If you purchased HP Insight Control for Microsoft System Center as part of an HP Insight Control license, you are entitled to 24 x 7 HP Software Technical Support and Update Service. See the information below on how to register and use this service.

If you did not purchase licenses for HP Insight Control, then you may receive technical assistance via email at **SMSIntegrationPack.Support@hp.com** or from the HP Service Support Center forum at http://h30499.www3.hp.com/t5/ITRC-Microsoft-System-Center/bd-p/itrc-1235

How to contact HP

Use the following methods to contact HP technical support:

- See the Contact HP worldwide website:

  http://www.hp.com/go/assistance
- Use the Contact HP link on the HP Support Center website:

  http://www.hp.com/go/hpsc
- In the United States, call +1 800 334 5144 to contact HP by telephone. This service is available 24 hours a day, 7 days a week. For continuous quality improvement, conversations might be recorded or monitored.

Registering for software technical support and update service

Insight Management includes one year of 24 x 7 HP Software Technical Support and Update Service. This service provides access to HP technical resources for assistance in resolving software implementation or operations problems.

The service also provides access to software updates and reference manuals in electronic form as they are made available from HP. Customers who purchase an electronic license are eligible for electronic updates.

With this service, Insight Management customers benefit from expedited problem resolution as well as proactive notification and delivery of software updates. For more information about this service, see the following website:

http://www.hp.com/services/insight

Registration for this service takes place following online redemption of the license certificate.

How to use your software technical support and update service

As HP releases updates to software, the latest versions of the software and documentation are made available to you. The Software Updates and Licensing portal gives you access to software, documentation, and license updates for products on your HP software support agreement.

You can access this portal from the HP Support Center:

http://www.hp.com/go/hpsc

After creating your profile and linking your support agreements to your profile, see the Software Updates and Licensing portal at http://www.hp.com/go/hpsoftwareupdatesupport to obtain software, documentation, and license updates.

Warranty information

HP will replace defective delivery media for a period of 90 days from the date of purchase. This warranty applies to all Insight Management products.

HP authorized resellers

For the name of the nearest HP authorized reseller, see the following sources:

- In the United States, see the HP U.S. service locator website:
  http://www.hp.com/service_locator
- In other locations, see the Contact HP worldwide website:
  http://www.hp.com/go/assistance

Related information

- HP Insight Control for Microsoft System Center documentation website:
  http://www.hp.com/go/icsc/docs
- HP Insight Management WBEM Providers documentation
- HP Insight Management Agents documentation
- HP ProLiant servers:
  http://www.hp.com/go/proliant
- HP Service Pack for ProLiants:
  http://h18004.www1.hp.com/products/servers/service_packs/documentation/index.html
- HP Smart Update Manager:
  http://h18004.www1.hp.com/products/servers/service_packs/documentation/index.html

Typographic conventions

This document uses the following typographical conventions:

Book title	The title of a book. On the web, this can be a hyperlink to the book itself.
`Command`	A command name or command phrase, for example `ls -a`.
`Computer output`	Information displayed by the computer.
Ctrl+x or **Ctrl-x**	A key sequence that indicates you must hold down the keyboard key labeled **Ctrl** while you press the letter `x`.
`ENVIRONMENT VARIABLE`	The name of an environment variable, for example, `PATH`.
Key	The name of a keyboard key. **Return** and **Enter** both refer to the same key.
Term	A term or phrase that is defined in the body text of the document, not in a glossary.
`User input`	Indicates commands and text that you type exactly as shown.
`Replaceable`	The name of a placeholder that you replace with an actual value.

[ ]	In command syntax statements, these characters enclose optional content.
{ }	In command syntax statements, these characters enclose required content.
|	The character that separates items in a linear list of choices.
…	Indicates that the preceding element can be repeated one or more times.
WARNING	An alert that calls attention to important information that, if not understood or followed, results in personal injury.
CAUTION	An alert that calls attention to important information that, if not understood or followed, results in data loss, data corruption, or damage to hardware or software.
IMPORTANT	An alert that calls attention to essential information.
NOTE	An alert that contains additional or supplementary information.
TIP	An alert that provides helpful information.

9 Documentation feedback

HP is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (**docsfeedback@hp.com**). Include the document title and part number, version number, or the URL when submitting your feedback.

Glossary

CDM	Custom Data Manager
DMC	Device Monitor Console
DMS	Device Monitor Service
OSD	Operating System Deployment
PSP	HP ProLiant Support Pack
SCCM	System Center Configuration Manager
SCOM	System Center Operations Manager
SCUP	System Center Updates Publisher
SCVMM	System Center Virtual Machine Manager
SPP	HP Service Pack for ProLiant
STK	HP Scripting Toolkit
SUM	HP Smart Update Manager
WSUS	Windows Server Update Services